

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to:

PATENT  
Attorney Docket No.: 020366-077710US  
Client Reference No.: 1777C

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

NOV 15 2004  
PATENT & TRADEMARK OFFICE  
TOWNSEND and TOWNSEND and CREW LLP  
By: Mark T. Davis  
Mark T. Davis

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of:

CERAMI et al.

Application No.: 09/921,275

Filed: August 1, 2001

For: PROACTIVE SERVICE REQUEST  
MANAGEMENT AND  
MEASUREMENT

Examiner: Not Yet Assigned

Art Unit: 2151

SUPPLEMENTAL INFORMATION  
DISCLOSURE STATEMENT UNDER 37  
CFR §1.97 and §1.98

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

The references cited on attached form PTO/SB/08A are being called to the attention of the Examiner. In accordance with 37 CFR §1.98(d), copies of the references can be found in Application No. 09/921,294, filed August 1, 2001 (Attorney Docket No. 020366-077410US) and Application No. 09/921,276, filed on August 1, 2001 (Attorney Docket No. 020366-077510US) and Application No. 09/921,283, filed August 1, 2001 (Attorney Docket No.

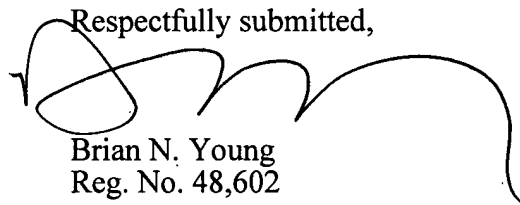
020366-077610US) and Application No. 09/921,274, filed August 1, 2001 (Attorney Docket No. 020366-077810US).

It is respectfully requested that the cited references be expressly considered during the prosecution of this application, and the references be made of record therein and appear among the "references cited" on any patent to issue therefrom.

As provided for by 37 CFR 1.97(g) and (h), no inference should be made that the information and references cited are prior art merely because they are in this statement and no representation is being made that a search has been conducted or that this statement encompasses all the possible relevant information.

Applicant believes that no fee is required for submission of this statement, since it is being submitted prior to the first Office Action. However, if a fee is required, the Commissioner is authorized to deduct such fee from the undersigned's Deposit Account No. 20-1430. Please deduct any additional fees from, or credit any overpayment to, the above-noted Deposit Account.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Brian N. Young', with a long horizontal flourish extending to the right.

Brian N. Young  
Reg. No. 48,602

TOWNSEND and TOWNSEND and CREW LLP  
Two Embarcadero Center, Eighth Floor  
San Francisco, California 94111-3834  
Tel: 415-576-0200  
Fax: 415-576-0300  
BNY:mtd

Substitute for form 1449 PTO <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b> (use as many sheets as necessary)			<b>Complete if Known</b>	
			Application Number	09/921,275
			Filing Date	August 1, 2001
			First Named Inventor	Cerami, Richard
			Art Unit	2151
			Examiner Name	Not Yet Assigned
			Attorney Docket Number	020366-077710US
Sheet	1	of		

U.S. PATENT DOCUMENTS <sup>+</sup>					
Examiner Initials*	Cite No. <sup>1</sup>	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number Kind Code <sup>2</sup> (if known)			
	AA	US 5,261,044	11-1993	Dev et al.	
	AB	US 5,295,244	03-1994	Dev et al.	
	AC	US 5,504,921	04-1996	Dev et al.	
	AD	US 5,655,081	08-1997	Bonnell et al.	
	AE	US 5,680,325	10-1997	Rohner	
	AF	US 5,751,933	05-1998	Dev et al.	
	AG	US 5,870,558	02-1999	Branton et al.	
	AH	US 5,881,048	03-1999	Croslin	
	AI	US 5,974,237	10-1991	Shurmer et al.	
	AJ	US 5,987,514	11-1999	Rangarajan	
	AK	US 5,991,264	11-1999	Croslin	
	AL	US 5,995,485	11-1999	Croslin	
	AM	US 6,038,212	03-2000	Galand et al.	
	AN	US 6,058,103	05-2000	Henderson et al.	
	AO	US 6,081,517	06-2000	Liu et al.	
	AP	US 6,205,563 B1	03-2001	Lewis	
	AQ	US 6,209,033 B1	03-2001	Datta et al.	
	AR	US 6,327,669 B1	12-2001	Croslin	
	AS	US 6,349,333 B1	02-2002	Panikatt et al.	
	AT	US 2002/0073062 A1	06-2002	Cerami et al.	
	AU	US 2002/0073355 A1	06-2002	Cerami et al.	
	AV	US 2002/0078017 A1	06-2002	Cerami et al.	
	AW	US 6,430,150 B1	08-2002	Azuma et al.	
	AX	US 6,484,200 B1	11-2002	Angal et al.	
	AY	US 6,571,285 B1	05-2003	Groath et al.	
	AZ	US 2003/0149919 A1	08-2003	Greenwald et al.	
	BA	US 6,604,137 B2	08-2003	Cowan et al.	
	BB	US-6,711,137 B1	03-2004	Klassen et al.	
	BC	US 6,765,864 B1	07-2004	Natarajan et al.	

FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document		Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Country Code <sup>3</sup>	Number <sup>4</sup>			
			Kind Code <sup>5</sup> (if known)			T <sup>6</sup>

Examiner Signature		Date Considered	
-----------------------	--	--------------------	--

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. <sup>1</sup> Applicant's unique citation designation number (optional). <sup>2</sup> Kind Codes of U.S. Patent Documents at [www.uspto.gov](http://www.uspto.gov) or MPEP 901.04. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Applicant is to place a check mark here if English language Translation is attached.

60349942 v1